As of May 2018

Customer Portal User Manual

Paymentus

Login

- The left hand side of the page can be used to make a quick, one-time payment
- The right hand side can be used to login, register, or if the user forgot their password to the Customer Portal
- To **Log In**
  - Enter the previously registered Email and Password
  - Click Login
- To **Register a New Account**
  - Click Register Now
  - On the New Account Information page, populate every field
  - Click Enroll
- To receive **Password Assistance**
  - Click Forgot Your Password
  - Enter the Email Address on the registered account
  - Click Continue
  - Answer the security questions
  - Click Reset Password
  - The user will receive an email with a temporary password that can be used to login. Upon login, they'll immediately be prompted to change it.

Accounts

The Accounts tab is used for overall Account Management as well as Paying or Viewing Bills

- **Add Account**
  - Click Add Account
  - Fill in all fields and make selections for any desired options
  - Click Add Account
- **Edit Account**
  - Click Edit for the Account the user needs to modify
  - Make any necessary changes
  - Click Save
- **Remove Account**
  - Click Edit for the Account the user needs to remove
  - Click Remove Account
- **Pay Bill**
  - Click Pay Bill
  - Fill in all fields and make selections for any desired options
  - Click Continue
  - Confirm the payment details
  - Click Pay
- **View Bill**
  - Click View Bill. The bill can be printed if necessary.

Pay My Bill

The Pay My Bill tab is used for Paying Bills

- Select the Account for the Bill that will be paid
- Click Continue
- Fill in all fields and make selections for any desired options
- Click Continue
- Confirm the payment details
- Click Pay

AutoPay

The AutoPay tab is used for Viewing, Adding, Editing, or Removing Scheduled Recurring Payments

- **Add Schedule**
  - Click Add Schedule
  - Select the Account for which to setup AutoPay
  - Select the desired Payment Method
  - Select the desired Payment Details and Schedule Notification Preferences
  - Click Confirm Schedule
- **Edit Schedule**
  - Click Edit for the Schedule the user needs to modify
  - Make any necessary changes
  - Click Confirm
- **Remove Schedule**
  - Click Edit for the Schedule the user needs to remove
  - Click Remove Schedule
- **Edit Payment Details**
  - Click Edit on the Payment Details for the Schedule the user needs to modify
  - Select the desired Payment Method
  - Click Confirm

Bill History

The Bill History tab is used for Viewing Bills and Searching or Downloading Bill History

- **Print Bill**
  - Click View Bill for the desired Bill
  - Click Print
- Click **Download History** for a .CSV file of the Bill History
- Use **Search** to search through the Bill History

Payment History

The Payment History tab is used for Viewing, Searching, Downloading Payment History

- The page will show at a glance the Payment Status, Account, Amount, Date, and Method
- Use **View** to
  - Retrieve the payment confirmation number and current status as well as the payment date, method, and amount
  - Cancel a one-time scheduled payment
- Click **Download History** for a .CSV file of the Payment History
- Use **Search** to search through the Payment History

My Wallet

The My Wallet tab is used for Viewing, Adding, Editing, or Removing Payment Methods

- **Add Payment Method**
  - Click Add Payment Method
  - Select the correct tab from the list of available Payment Methods
  - Fill in all fields
  - Click Add
- **Edit Payment Method**
  - Click Edit for the Payment Method the user needs to modify
  - Make any necessary changes
  - Click Confirm
- **Remove Payment Method**
  - Click Edit for the Payment Method the user needs to remove
  - Click Remove Payment Method

My Profile

The My Profile tab is used for Updating User Information

Users can modify their:

- First & Last Name
- Email
- Phone/Mobile Number
- Attachment Password
- Zip Code
- Security Questions
- Login User ID or Password